



Commuter Assistance Program Overview

Program Summary

How we commute to work impacts traffic congestion and air quality in the region. To assist you in making an informed decision on how to get to work, the County of Orange has a *Commuter Assistance Program* (CAP) for its employees. The major focus of the *Commuter Assistance Program* is to provide employees with timely and relevant information about ridesharing, public transit, freeway projects, and other commute oriented topics. Employees are provided with information and assistance through an automated voice mail system, a web site, a network of commuter information display racks managed by on-site coordinators and a quarterly newsletter. The Program also includes a guaranteed return trip policy, a special reward program for rideshare participants, a commuter rail subsidy and a vanpool startup subsidy!

Annual Transportation Survey

Each year, employees are asked to complete a survey of how they commute to work. This survey helps to measure our progress made toward reducing congestion and improving air quality.

Commuter Assistance Program Message Center

An automated voice mail system provides employees with information about the Program, including:

- How to Request Carpool Information
- Where to get Bus and Metrolink Information
- Using the Guaranteed Return Trip Program
- How to Join the Commuter Club
- Commuter Rail and Vanpool Incentives
- Where to Find CAP Display Racks

The Commuter Assistance Program staff checks for messages regularly and will respond to your requests for specific information or assistance. The Commuter Assistance Program Message Center can be reached by calling **(714) 834-4068**.

The Commuter Assistance Program Web Site

We are very excited to announce that the new Commuter Assistance Program web site is now up and running! You can access the site from the main County of Orange Human Resources web site or go directly to www.oc.ca.gov/hr/rideshare.

The site features:

- General Assistance for All Commuters
- Help For Rideshare Participants
- Incentive Programs
- Applications and Brochures
- Display Rack Locations
- The County Commuter Newsletters
- Request For Information

Commuter Information Display Racks

You will find self-service Commuter Information Display racks located at many County facilities. These special self-service display racks are filled with program brochures, bus schedules, Metrolink timetables and monthly pass order forms, *Commuter Assistance Program All-in-One* application forms, Guaranteed Return Trip vouchers, and much more. For a complete listing of display rack locations, please call the Commuter Assistance Program Message Center at (714) 834-4068 or our web site.

The County Commuter Newsletter

The *County Commuter* newsletter is distributed to all employees and contains articles of general interest to commuters. The newsletter highlights various components of the *Commuter Assistance Program* and provides valuable information about changes to public transit schedules and fares, special promotions, names of employees wishing to find carpool partners and upcoming special events. The most recent newsletter can always be found at the one of the Commuter Information Display racks and on our web site.



Commuter Assistance Program Overview (continued)

The Guaranteed Return Trip Program

Sometimes rideshare participants experience unique or unexpected commuter problems such as working late and missing a carpool, or needing to get home for a personal emergency. Under the *Commuter Assistance Program*, all employees can get home via a County vehicle or the pre-selected taxi service if an emergency arises on a day that they rideshare. Contact your supervisor or look for a special voucher at one of the Commuter Information Display racks. The voucher is also available on the web site.

The Commuter Club Discounts

County employees that make a commitment to rideshare at least five times per month can become members of the *Commuter Club*. Members enjoy discounts from participating merchants at local malls and much more! *Commuter Club* members also receive a coupon book with over \$4,000 in savings from nationally known merchants, restaurants, and services -- from jcrew.com to The Sharper Image, movie theater tickets and Continental Airline discounts. Application forms are available at the Commuter Information Display racks, by calling the Commuter Assistance Program Message Center at (714) 834-4068 or on our web site.

The Carpool Connection

If you are interested in carpooling to work, you may call 1-800-COMMUTE, and select the "rideshare" option to speak to a Southern California Rideshare representative. They will give you a list of people who live and work near you who may want to share the ride. Or visit the Commuter Assistance Program web site to register with the CyberQuick rideshare matching system for Orange County residents. You can also list information in the "Carpool Classifieds" section of the County Commuter Newsletter that is distributed to all employees each quarter. Just send us a note or e-mail us at rideshare@ocgov.com.

Commuter Rail Startup Subsidy

Have you considered taking the train or commuter rail to work? The New Rider Subsidy Program is for employees that want to "*Get Into Training*" and try the train or commuter rail for the first time. As with other work out programs, you will start off slow and build up to riding for longer and longer periods of time. Try it on us for a few days. Then if you are still interested, purchase a one-week pass. The program will match the amount of your purchase with another one-week pass. If you keep on training by purchasing a one-month pass, the program will also match that pass. Applications and schedules are available on our web site, at the Commuter Information Display Racks or by calling the Commuter Assistance Program Message Center at (714) 834-4068.

Vanpool Startup Subsidy

A vanpool is a group of 7 – 15 people who share their commute to work in a comfortable van. Commuting costs are usually divided equally among the riders, with the volunteer driver riding for free. Vanpooling works best for a group of people that live in the same area and travel at least 20 miles to a common work location. The Commuter Assistance Program offers assistance in forming vanpool groups and subsidizes the cost of the lease for the first few months. For more information about *Club Vanpool*, contact the Commuter Assistance Program Message Center at (714) 834-4068 or check one of the display racks.

Public Bus Information

Taking the bus to work can be convenient, economical and comfortable. The major public transit provider is the Orange County Transportation Authority (OCTA) and can be reached at (714) 636-RIDE or 1-800-636-RIDE or www.octa.net. For a door-to-door personalized transit itinerary including fares, bus stop locations and times, call 1-800-COMMUTE or visit our web site.



Commuter Assistance Program All-In-One Application Form

First Name:		Initial		Last Name:		
Home Address:		City:		Zip Code:		
Work Address:		City:		Zip Code:		
Agency/Depart.:		Bldg./ room #:		Work Hours:		
Work Phone:				Work Days:		
E-Mail Address:				Miles to work:		One way

How do you currently commute to work?

- ☐ Drive Alone ☐ Carpool ☐ Bus ☐ Bike
☐ Metrolink/Amtrak ☐ Vanpool ☐ Walk ☐ Other _____

Commuter Club Application Section - for those that rideshare already

- ☐ Yes, I commit to rideshare at least 5 days/month or once a week. Estimated days/month that I rideshare: _____

Carpool Classifieds Section - for those that want help finding a carpool match

- ☐ Yes, list my name, home city, worksite city, work phone number, work hours and work e-mail address in the Carpool Classifieds section of the Commuter Newsletter. I will be contacted directly by other County employees.

Get Into Training Application Section for those that want to try riding the train to work

Metrolink Station Near Home:		Near Work:	
------------------------------	--	------------	--

I am applying for one of the following "Get Into Training" subsidies and I understand that this is a one-time only subsidy:

- ☐ New Rider Subsidy - Please send me complementary 4-trip tickets. I certify that I have not taken the train to work within the past year. I understand that to receive additional subsidized passes, I must provide proof that I have purchased my own ticket(s) or pass(es) as described in the program guidelines.
- ☐ Current Rider Subsidy - I have enclosed copies of my tickets, or passes, or cancelled checks, or credit card receipts showing that I have used the train to commute to work at least one day per week for at least six months.

Club Vanpool Interest Form Section - for those that want to ride in a vanpool to work

- ☐ Yes, I am interested in receiving information about joining a vanpool and attending a vanpool formation meeting.
- Are you interested in becoming a vanpool driver or back-up driver? ☐ Yes ☐ No
- Are you able to help us coordinate a small meeting in your area? ☐ Yes ☐ No

Authorizations Section – MUST BE SIGNED AND DATED

- ☐ I have read the Commuter Assistance Program Overview/ Guidelines and I understand that above information may be used by the Commuter Assistance Program office to organize carpools, vanpools or distribute requested information. I understand the home address information will only be used by to send me information or subsidies that I have requested. I agree to complete the transportation survey distributed to all employees each September.

Signature:		Date:	
------------	--	-------	--

Other comments or questions: _____

Please interoffice mail to: Rideshare Office, Bldg. 10, First Floor